GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3694
ANSWERED ON:12.12.2002
CHARGING MORE FARE BY BOOKING CLERK
SUSHILA SAROJ

Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received by the Government regarding charging of more fare than the prescribed rates during the last three years;

(b) whether the Government have received similar complaints against the booking clerk in North-Eastern Railway Zone;

(c) if so, the number of complaints received from January, 2002 to till date and the details of action taken in this regard; and

(d) the action being taken by the Government to check such type of malpracticies?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINIST RAILWAYS (SHRI O. RAJAGOPAL)

(a) to (d): No separate statistics are maintained regarding the complaints about charging of more fare than the prescribed rates. However, complaints received with respect to specific locations in this regard are investigated and action taken on merits. To prevent such type of malpractices, frequent checks are conducted by Commercial as well as Vigilance departments and the staff wherever found responsible are taken up under Discipline & Appeal Rules.